

# connections ONLINE

## Organization connection

- Options
- View Another Organization
- View/Edit Dialog
- New Dialog
- Delete Dialog
- Available reports
- Focus
- Organization Connection
- Organization Dialog
- Agenda
- Organization Tree

ABC Financial Institution - 20% Market Share in Garfield County, with 40% household profitability!

QCKS Values, Integrity

focus

Purpose : Help customers achieve *their* financial dreams.

BHAG : 20% Market Share in Garfield County, with 40% household profitability!

Emotional Goal: 20/40 by 2006 by helping dreams come true!

Strategy : *(the unique and sustainable way)*

business priorities: current + ... x

1. Headquarters Renovation 08/03/200
2. E-Branch 10/15/200
3. Relationship Pricing System 02/15/200
4. Expense reduction 01/31/200
5. Outdated systems and processes 12/31/200

critical measures + ... x

1. Financial Performance results		current minimum		meets	exceed
1. Monthly Net Income per Employee		1 mil	3 mil	4 mil	5 mil
2. Asset Growth		\$1.9 bil	\$1.2 bil	\$1.4 bil	\$1.7 bil
2. Preferred Financial Institution		current minimum		meets	exceed
1. Market segment Penetration		86%	80%	90%	95%
2. Loans per Customer		\$6553	\$6550	\$6650	\$6700
3. Operations		current minimum		meets	exceed
1. Functional Errors-back office per month		5	5	3	1
4. Employees		current minimum		meets	exceed
1. Satisfaction Survey		55%	500%	70%	80%

Figure 1

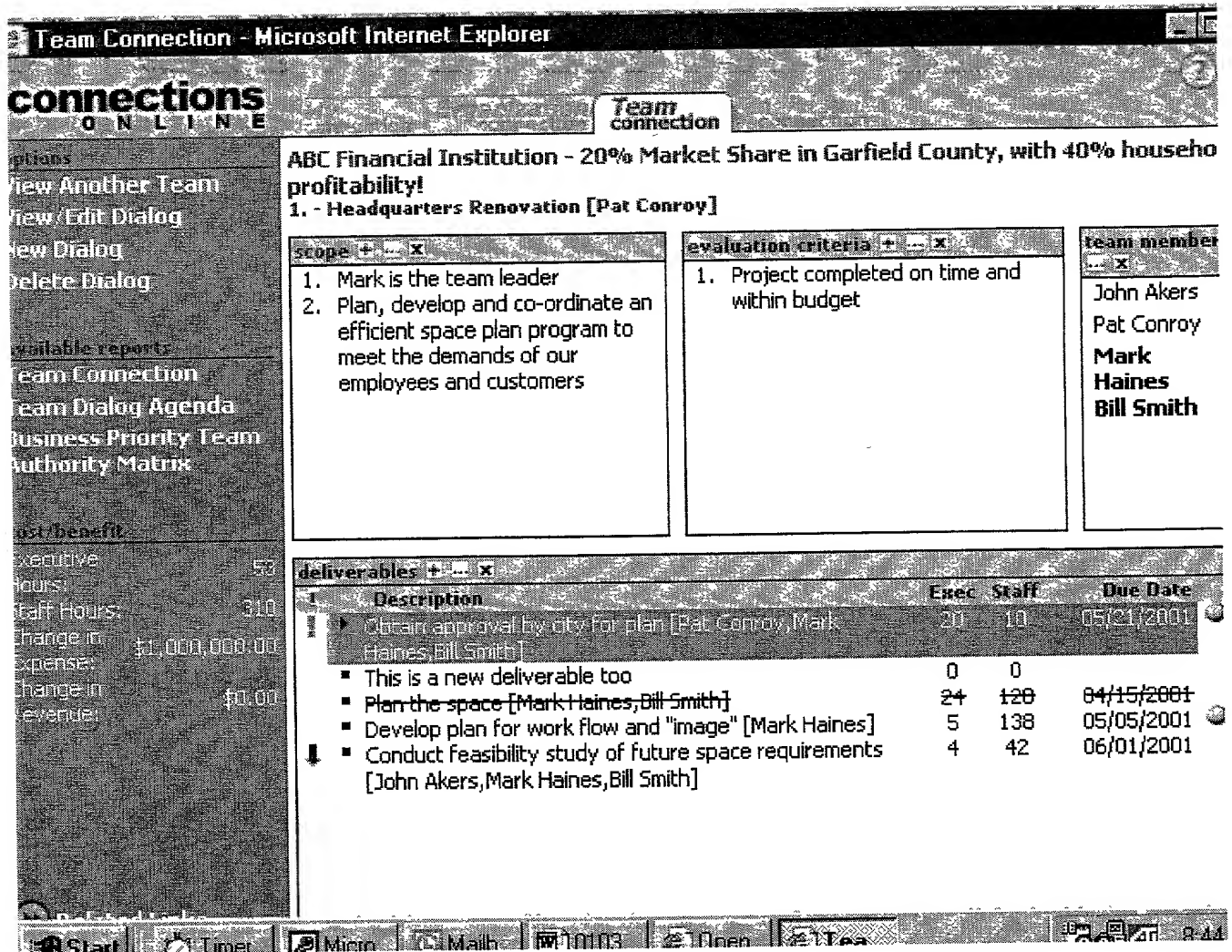


Figure 2

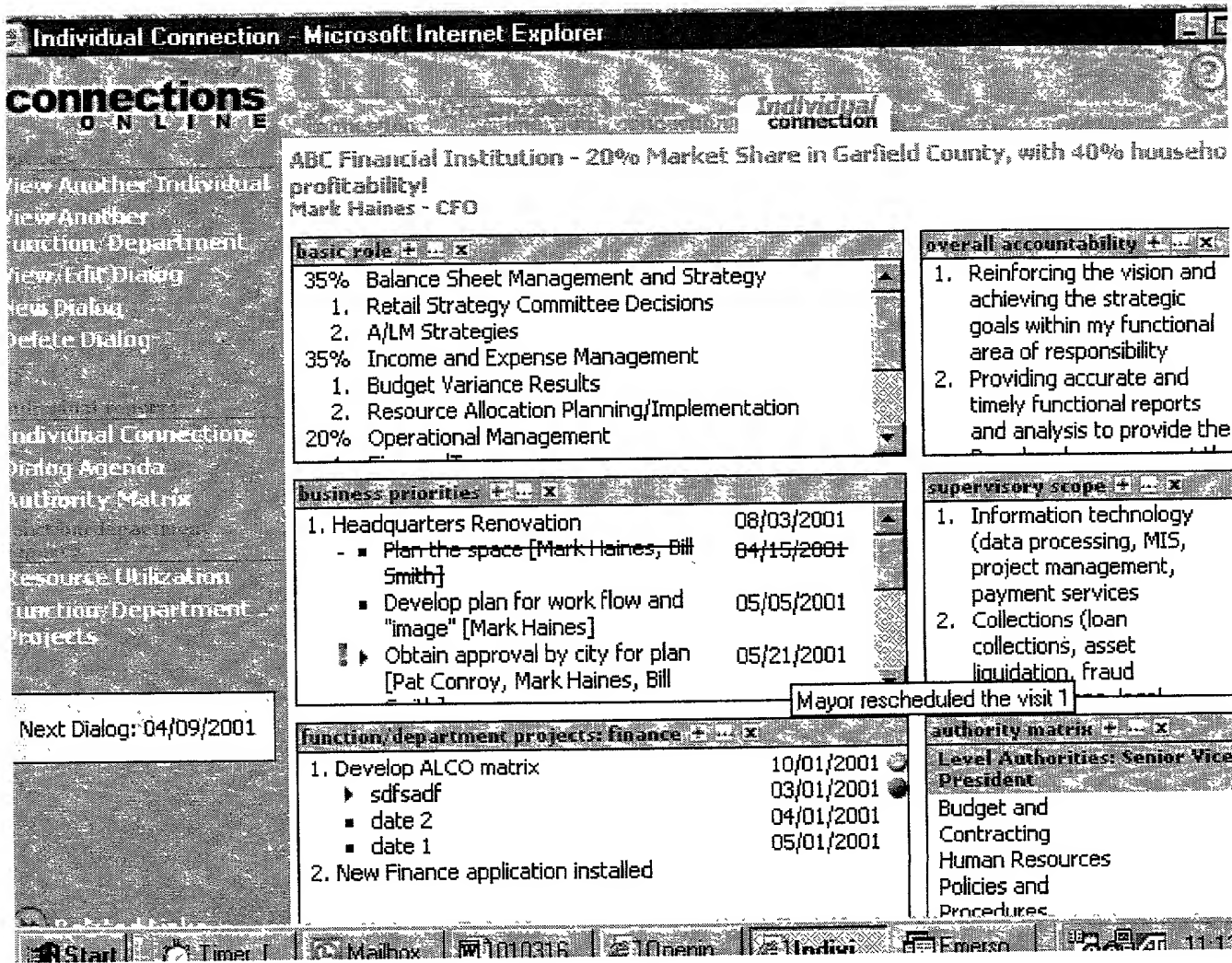


Figure 3